Fresno EPP Survey Final Draft

**Intro**

The Eviction Protection Program (EPP) was implemented by the City of Fresno in 2021 to assist tenants of rental housing facing unlawful eviction. Residents who are served an eviction notice may apply to the EPP for services, if the City determines that the eviction is potentially unlawful, the tenant may be eligible to receive a free, city-appointed attorney or legal services to assist in the judicial process. The City is currently conducting a study to evaluate the impact and effectiveness of the EPP program so that they can best meet the needs of residents and protect vulnerable residents from unlawful evictions.

You are being asked to participate in this survey because you have formerly received or applied to receive EPP services from the City of Fresno. Your feedback on your experience with the program is invaluable in the City’s efforts to improve the program. Thank you!

**Demographics [optional]**

1. Age
   1. Under 35
   2. 35-44 years
   3. 45-54 years
   4. 55-64 years
   5. 65-74 years
   6. 75-84 years
   7. 85 years and older
2. Race
   1. White
   2. Black or African American
   3. American Indian and Alaska Native
   4. Asian
   5. Native Hawaiian and Other Pacific Islander
   6. Hispanic and Latino
   7. Other
3. Zip code of residence where you received the eviction notice.
   1. [Short text]
4. Council district of residence where you received the eviction notice.
   1. District 1
   2. District 2
   3. District 3
   4. District 4
   5. District 5
   6. District 6
   7. District 7
5. Tenure in residence where you received the eviction notice.
   1. Less than six months
   2. six months to a year
   3. 1-2 years
   4. 2-4 years
   5. 4+ years
   6. Other
6. Housing type of residence where you received the eviction notice.
   1. Single Family
   2. Duplex
   3. Multi-Family
   4. Single Room Occupancy
   5. Other
7. Income
   1. Less than $5,000
   2. $5,000 to $9,999
   3. $10,000 to $14,999
   4. $15,000 to $19,999
   5. $20,000 to $24,999
   6. $25,000 to $34,999
   7. $35,000 to $49,999
   8. $50,000 to $74,999
   9. $75,000 to $99,999
   10. $100,000 to $149,999
   11. $150,000 or more
8. First language
   1. [Short text]

**EPP Referral**

1. Did you know about the EPP program prior to the notice or your eviction?
   1. Yes/no
2. How did you hear about the EPP program?
   1. ERAP referral
   2. Council referral
   3. Landlord referral
   4. Fellow tenant who received EPP services
   5. City website
   6. Other
3. Did you know about EPP prior to receiving an eviction notice?
   1. Yes/no
4. When did you receive notice of your eviction?
   1. [date]
5. When did you reach out to the City of Fresno for EPP services?
   1. [date]
6. What was the reason for your eviction and reaching out to the EEP Program?
   1. Nonpayment of rent
   2. Nuisance behavior
   3. Property damage
   4. Landlord sold property
   5. Landlord remodel
   6. Other
7. Did you encounter any challenges accessing and completing the online application for EPP services? Check all that apply.
   1. Language barrier
   2. Technology barrier
   3. I have a disability that made it difficult to access the application
   4. Other
8. About how long did it take you to receive a response on your application for EPP services?
   1. Less than 24 hours
   2. 1-2 days
   3. 2-3 days
   4. 3+ days

**EPP Services**

1. What was the outcome of your EPP application?
   1. Referred to attorney
   2. Referred to mediation
   3. Application denied
   4. Other
2. If referred to an attorney, which firm were you referred to?
   1. Emerzian Shankar
   2. Law office of Borton Petrini
3. What was the outcome of your EPP services?
   1. Settled outside of court, no eviction
   2. Settled outside of court, evicted
   3. Trial in court, no eviction
   4. Trial in court, evicted
   5. Other
4. If you were evicted, what was your housing status following your eviction?
   1. Not applicable/ not evicted
   2. Homeless
   3. Shelter housing
   4. Moved in with family/ friend
   5. Rented a new unit
   6. Other
5. Did an eviction go on your record?
   1. Not applicable/Not Evicted
   2. Yes
   3. No
6. Do you feel that the City of Fresno adequately protects residents against unlawful evictions? (1 not protected at all, 5 very well protected)
   1. 1 2 3 4 5
7. How would you rate your experience with the intake process by the City of Fresno? (1 very poor experience, 5 excellent experience)
   1. 1 2 3 4 5
8. In what ways did the City meet your expectations?
   1. [Comment box]
9. In what ways did the City not meet your expectations?
   1. [Comment box]
10. How would you rate your experience with the outside counsel you were referred to? (1 very poor experience, 5 excellent experience)
    1. 1 2 3 4 5
11. In what ways did the outside counsel meet your expectations?
    1. [Comment box]
12. In what ways did the outside counsel not meet your expectations?
    1. [Comment box]

**EPP Improvements**

1. What changes/ improvements would you recommend to make EPP services more accessible?
   1. [Comment box]
2. What changes/ improvements would you make to the application process for the EPP services?
   1. [Comment box]
3. What changes/ improvements would you make to the services provided by the EPP program to better meet the needs of residents facing eviction?
   1. [Comment box]